



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

PLACE: George Mason Regional Library
7001 Little River Turnpike
Annandale, VA 22003
(703) 256-3800

TIME: 7:00 P.M.

DATE: March 11, 2015

AGENDA

6:15 p.m. Meeting of Privacy Committee – CANCELLED

SPECIAL PRESENTATION – recognition of Peggy Koplitz

I. PUBLIC COMMENT

1. Jennifer McCullough, President, Fairfax County Public Library Employees' Association
2. Kathy Kaplan

II. MINUTES – February 2015

III. CHAIR'S REPORT

- A. Opening Remarks
- B. Draft-FCPL Board of Trustees Retreat – Saturday, May 2, 2015 (Attachment 1, Page 1)
- C. Star Volunteer Awards – April 8, 2015 – George Mason Regional Library
- D. Woodrow Wilson Library Grand Reopening – 10:00 a.m., Saturday, March 21, 2015
- E. Budget Public Hearing – April 7, 2015, 4:00 p.m. at Govt. Center Board Auditorium
- F. IMLS Survey - Public Libraries in the United States FY2012 (To be distributed at meeting)

IV. COMMITTEE REPORTS

- A. Library Foundation – Michael Donovan
- B. Budget Committee – Michael Donovan
- C. FCPL Director Search Committee – Karrie Delaney
- D. MOU Committee – Michael Donovan
- E. Privacy Committee – Suzanne Levy (Attachment 2, Page 3)
- F. Friends Liaison – Liz Clements

FAIRFAX COUNTY PUBLIC LIBRARY
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Fairfax, VA 22035

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V. DIRECTOR'S REPORT

A. Executive Summary

1. FY2015 Third Quarter Budget Review (Attachment 3, Page 5)
2. FY2016 Fairfax County Advertised Budget Plan (Attachment 4, Page 9)
3. Important Budget Dates (Attachment 5, Page 17)
4. Friends Forum, March 8, 2015 (Attachment 6, Page 19)
5. FCPL/FCPS Opportunity (Attachment 7, Page 21)
6. John Marshall Library, Project Fact Sheet, February 27, 2015 (Attachment 8, Page 23)
7. Pohick Regional Update
8. Tysons-Pimmit
 - a. Location
 - b. Response to John Ball (Attachment 9, Page 27)
9. Reston Regional Update

VI. CONSIDERATION ITEMS – None

VII. ACTION ITEMS - None

VIII. INFORMATION ITEMS

- A. Monthly Statistical Snapshot – January 2015 (To be distributed at meeting)
- B. Incident Report – February 2015 (Attachment 10, Page 29)
- C. FCPL Director Selection Committee Agenda (Attachment 11, Page 31)
- D. Hunter Mill District Community Summit – February 28, 2015 (Attachment 12, Page 35)
- E. Charleston County Public Library-South Carolina – Management Team (Attachment 13, Page 37)

IX. ROUNDTABLE

Attachment 1

Draft – Fairfax County Public Library Board of Trustees Retreat

Location: Chantilly Regional Library 9:00 – 2:30

Tentative agenda

9:00 – 9:15 – Coffee and Danish

9:15 – 10:30 – County Attorney

Board Responsibilities

Maintaining correspondence

10:30 – 10:45 - Break

10:45 – 11:30– Library Materials Selection Process

11:30 – 12:15 – Survey Discussion

12:15 – 1:00 – Lunch

1:00 – 1:30 – Library Trends

1:30 – 1:45 – Wrap Up/Questions

1:45 – 2:30 – Optional tour of Technical Operations

*Please bring your LBOT manual to the retreat

2

Hold Options for Library Board Privacy Committee Review

2-25-15

Option #1: Opt Out

Keep system as is with a one-time opt-out option; for those customers with privacy concerns, they can opt to pick up their hold at the circulation desk. For those wishing to opt-out, their hold would be retrieved by staff. This allows customers who are comfortable with the current system to continue as is. This is the recommended approach.

Over 106,000 individual customers placed 1.36 million holds in 2014; one complaint has been received. This would indicate the vast majority of our customers are not concerned with their name and book title being visible. Currently, customers can quickly pick up their hold, use the self-checkout machine and not wait in line.

Option #2: Encode Customer Name

Change system for all customers; shift to some type of code (last 4 letters of customers' last name and last 4 digits of library card number).

This means retraining all customers, many customers don't know the last 4 digits of their library card number. This increases search time as we have many customers with the same last name and/or 4 letters of name. Staff would spend more time shelving; books would be in order by last name and then numerically by library card number.

Option #3: Move Label

Develop a testing program with County Warehouse and library staff. Place the current label over page end of book, test processes, strength of label, etc., capturing staff time. Holds would be placed on shelf spine down.

This would need to be tested and approved by County Warehouse staff. Some delivery staff has been reallocated; each book would need to be rubber banded; labels weren't intended to adhere this way.

Privacy Options for Holds Labels

Option	Pro	Con
#1 Opt Out	<ol style="list-style-type: none"> 1. Least risk of failure. 2. Least risk of customer dissatisfaction. 3. Complete privacy for opt-out customers. 4. No impact on satisfied customers. 5. No cost to implement. 6. No testing required. 	<ol style="list-style-type: none"> 1. Requires customer education campaign. 2. Requires reallocation of shelf space behind the circulation desk and in the work room. 3. Increases staff workload to shelve and retrieve opt out holds.
#2 Encode Customer Name	<ol style="list-style-type: none"> 1. Complete customer privacy. 	<ol style="list-style-type: none"> 1. Most risk of customer dissatisfaction — many will see change as an unnecessary and arbitrary barrier. 2. Costs associated — requires ~\$400 to reprogram label software. 3. Significant impact on ALL holds as customers need to change to new pick up method: library will require customers to remember yet another “password”, i.e., the name/number code. 4. Requires an extensive and on-going customer education campaign. 5. Increases staff workload assisting customers with placing and finding holds. 6. Increases staff workload in learning new system and shelving holds.
#3 Move Label	<ol style="list-style-type: none"> 1. Zero customer impact. 2. No customer education campaign. 	<ol style="list-style-type: none"> 1. Requires extensive testing with County Warehouse staff to determine if labels will withstand shipping wear-and-tear. Implementation is dependent on a positive outcome of the test. 2. Incomplete customer privacy. 3. Increases staff workload if rubber banding is required.

For all options, new procedures would need to be developed.
 Recommendation is to begin any new procedure July 1, 2015.

4



County of Fairfax, Virginia

MEMORANDUM

DATE: February 5, 2015

TO: Susan W. Datta,
Chief Financial Officer

FROM: Edwin S. Clay, III, Director
Fairfax County Public Library *ES*

SUBJECT: FY 2015 Third Quarter Budget Review

The Fairfax County Public Library's Third Quarter FY 2015 budget projection totals \$29,456,248. The personnel services projection is \$19,292,998 a decrease of \$458,668 below the FY2015 Revised Budget of \$19,751,666. The operating and capital expenditure submission is \$10,163,250 which will allow for the payment of encumbrances and expenditures through the end of FY 2015.

A significant amount of personnel services funds falling to fund balance is due to the aging of the library workforce resulting in significant retirements. These existing vacancies are often filled with current library employees resulting in another vacancy to fill. To that end, a reallocation in support of a contractual technology project, library materials, and funding for furniture and equipment related to the renovation for the Pohick Regional Library has been completed prior to the Third Quarter analysis. Please be advised that the Library will be requesting unencumbered carryover for Pohick renovations as the timing of the final decision decisions will not coincide with the year end deadlines. Further, we are excited to take part in the Incentive Reinvestment Initiative. FCPL estimates the total savings at \$197,517, or 1% of the revised personnel budget, leaving \$98,758 for unencumbered carryover. Loading information for this initiative is attached.

The agency requests your continued support and guidance as the Library strives to meet the evolving educational and informational needs of our customers by providing the appropriate resources and services.

If you have any questions regarding this submission, please call Eric Eisinger, Director, Financial Services Division at 703-324-8317.

cc: Charles Fegan, Chairman, Library Board of Trustees
David J. Molchany, Deputy County Executive
Michael S. Donovan, Budget Committee Chairman, Library Board of Trustees
Melanie Quinn, Deputy Director, Library Operations
Eric Eisinger, Library Financial Services Director

Report Group:
Commitment Item:

Budget vs Actual by Commitment Item
FCG

Date: 1/30/2015

Fund : 100-C10001 General Fund
Fund Center: G5252 Fairfax County Public Library
Funded Prog: *
Grant : *

From: 1 to 7
Year: 2015

Description	C/F Budget	Original Budget	Budget Change	Current Budget	Pre Encumbrance	Encumbrance	Actuals	FY 15 Projections	Balance (Budget - Project)	Variance from ABP
500000 Regular Salaries		\$ 21,903,181	\$ (2,050,000)	\$ 19,853,181			\$ 9,410,436	\$ 17,669,955	\$ 2,183,226	11.00%
500050 Annual Comp Increase		\$ 503,152		\$ 503,152				\$ -	\$ 503,152	
500080 POS Turnover-Pay		\$ (1,851,412)		\$ (1,851,412)				\$ -	\$ (1,851,412)	
500090 Reg Sal-Non Mert Emp		\$ 1,072,430		\$ 1,072,430			\$ 576,895	\$ 1,083,234	\$ (10,804)	-1.01%
500100 Shift Differential		\$ 118,059		\$ 118,059			\$ 17,816	\$ 33,453	\$ 84,606	71.66%
500110 Extra pay		\$ 56,256		\$ 56,256			\$ 158,937	\$ 298,436	\$ (242,180)	-430.50%
500150 Employee Leave Pay-out							\$ 110,731	\$ 207,919	\$ (207,918)	
*Balance		\$ 21,801,666	\$ (2,050,000)	\$ 19,751,666			\$ 10,274,816	\$ 19,292,998	\$ 458,668	

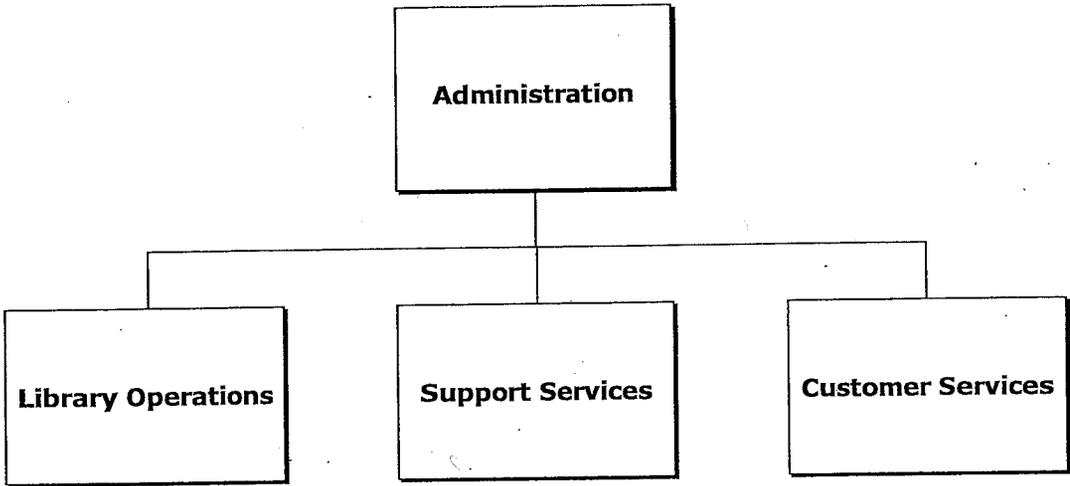
NOTE: Current scheduled retirements will impact the projected Employee Leave Pay-Out. The details of these expenses are listed below:

G525204003 G525204022
\$ 12,578 \$ 7,828

Incentive Reinvestment Initiative
FCPL 5252

From:	G525201001 100-C10001	500000
To:	G525201001 100-C10001	542210

Fairfax County Public Library



Mission

The mission of the Fairfax County Public Library is to educate, enrich and empower our diverse community.

AGENCY DASHBOARD			
Key Data	FY 2012	FY 2013	FY 2014
1. Open Hours	56,816	67,008	62,655
2. Catalog Logins (hits)	12,563,725	10,619,497	10,401,561
3. Number of Library Visits	5,246,854	5,221,226	4,990,860
4. Early Literacy Outreach	255	560	887
5. Spending on Materials	\$3,453,448	\$3,595,153	\$3,254,761
6. Registered Cardholders	495,831	471,028	473,411
7. Materials Turnover Rate	5.50	6.00	5.70
8. Number of Information Requests from the Public Addressed	2,297,758	2,286,534	2,185,650

Focus

The Fairfax County Public Library (FCPL) operates eight regional libraries and 14 community libraries conveniently located to serve all the residents of Fairfax County and Fairfax City. FCPL also has Access Services, located at the Fairfax County Government Center, which provides unique services for residents with visual and physical disabilities. In addition to operating these 23 public service sites, the Library has developed an impressive and expanding array of library services, including: early literacy materials, e-books, and other digital material for remote users accessible through the Library's web pages on the County's website as well as on WiFi and public computers at each of the library branches. More than 4.9 million visits to Fairfax County libraries were made in FY 2014.

9

Fairfax County Public Library

A full range of library services are available to customers who visit libraries including: access to over 2.5 million items for borrowing or onsite use; professional research assistance; programs for adults and children of all ages; student homework support; electronic information resources; and public Internet access. FCPL customers borrowed over 12.8 million items in FY 2014. In addition, remote use of FCPL resources continues to increase annually as more interactive services are enabled and access to information databases is increased.

Responding to the changes occurring industrywide as well as customer expectations, FCPL seeks to become a more customer driven organization. The Library Board is embarking on a public engagement process to solicit public feedback.

The highly-anticipated renovation of the Woodrow Wilson Community Library (Mason District) began in September 2013 and will reopen late 2014. The new facility will offer expanded access to meet the electronic and technological needs of the community. Voter-approved bond referendum in Fall 2012 included funding for renovations of the Pohick Regional Library (Springfield District), John Marshall Library (Lee District) and Tysons-Pimmit Regional Library (Dranesville District). These renovations are necessary to promote facilities that meet the technological requirements of 21st

century library service. In addition, voters also approved bond funding of \$10 million for possible relocation and new construction of the Reston Regional Library. Construction at the Pohick Regional Library is scheduled to begin summer 2015.

Through Archives and Records Management, the Library is responsible for accurately and efficiently managing the storage and retrieval of the County's temporary and historical records. Archives and Records Management will continue to identify and implement opportunities to improve employee safety, security, productivity and customer service. Archives and Records Management duties were absorbed into the Administration cost center in FY 2013 to account for the creation of the new Customer Services Cost Center.

The Fairfax County Public Library supports the following County Vision Elements:



Maintaining Safe and Caring Communities



Creating a Culture of Engagement



Connecting People and Places



Maintaining Healthy Economies



Building Livable Spaces



Exercising Corporate Stewardship

Fairfax County Public Library

Budget and Staff Resources

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Revised	FY 2016 Advertised
FUNDING				
Expenditures:				
Personnel Services	\$19,733,567	\$21,801,666	\$21,101,666	\$21,640,989
Operating Expenses	6,292,759	6,026,831	8,683,145	5,971,756
Capital Equipment	550,933	0	130,105	0
Total Expenditures	\$26,577,259	\$27,828,497	\$29,914,916	\$27,612,745
Income:				
Coin-Operated Microform Readers	\$172,816	\$163,480	\$172,816	\$174,544
Library Database Fees	5,834	16,000	5,834	5,834
Library Overdue Penalties	1,369,482	1,277,251	1,277,251	1,277,251
Library State Aid	500,515	532,949	500,819	500,819
Total Income	\$2,048,647	\$1,989,680	\$1,956,720	\$1,958,448
NET COST TO THE COUNTY	\$24,528,612	\$25,838,817	\$27,958,196	\$25,654,297
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	400 / 379	400 / 379	400 / 379	386 / 365.5

FY 2016 Funding Adjustments

The following funding adjustments from the FY 2015 Adopted Budget Plan are necessary to support the FY 2016 program.

- ◆ **Employee Compensation** **\$639,323**
 An increase of \$639,323 in Personnel Services includes \$182,147 for a 0.84 percent market rate adjustment (MRA) for all employees and \$457,176 for performance-based and longevity increases for non-uniformed merit employees, both effective July 2015.

Fairfax County Public Library

◆ **Reductions**

(\$855,075)

A decrease of \$855,075 and 14/13.5 FTE positions reflects reductions utilized to balance the FY 2016 budget. The following table provides details on the specific reductions:

Title	Impact	Posn	FTE	Reduction
Eliminate Vacant Library Aide Positions and Manage Position Vacancies	This reduction will eliminate 14/13.5 FTE vacant Library Aide positions in the Library Operations Division and will require the department to manage position vacancies to generate savings. With advances in technology, FCPL has implemented and/or expanded its customer self-service options which include: online credit card payment of accounts, a kiosk payment system, a software program that automates the process of filling customer material hold requests and achieving a self-service checkout rate of over 80 percent systemwide, thus requiring less library aides to assist with these sorts of tasks. In addition the library has been functioning with these positions vacant for a period of time, further making the case for elimination. This department has already began realigning existing staff in the circulation and information departments to absorb additional responsibilities at the customer service desk. It should be noted that Library still has 78/77.0 Library Aide positions in the Library Operations Division after this reduction.	14	13.5	\$800,000
Reduce Printing and Copying Supplies	This reduction is associated with a countywide policy decision being implemented to reduce the volume of printing and copying documents over a multi-year period. This was a common and recurring theme brought forward by employees as part of the Mission Savings process in Fall 2014. Agencies are being directed to review internal printing policies and reduce the use of individual desktop printers by utilizing the Multi-Functional Devices (MFDs) available throughout County buildings. In addition, agencies are being directed to reduce paper and toner consumption by only printing documents when necessary and by printing materials double-sided whenever possible.	0	0.0	\$33,700

12

Fairfax County Public Library

Title	Impact	Posn	FTE	Reduction
Adjust PC Program	A decrease of \$21,375, or 0.4 percent of the FY 2015 operating budget, results from reducing the number of PCs included in the PC Replacement Program by 5 percent, or 75 units. This reduction will not have a significant impact based on a review of internal PC requirements conducted by the agency. While resulting in a net reduction of total units, the agency is working with the Department of Information Technology (DIT) to potentially increase the number of tablets based on programmatic needs in the branches.	0	0.0	\$21,375

Changes to FY 2015 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2015 Revised Budget Plan since passage of the FY 2015 Adopted Budget Plan. Included are all adjustments made as part of the FY 2014 Carryover Review, and all other approved changes through December 31, 2014.

- ◆ **Carryover Adjustments** **\$2,086,419**
 As part of the FY 2014 Carryover Review, the Board of Supervisors approved encumbered funding of \$1,979,987 primarily associated with Library materials, computers, software, and kiosk updates. In addition, the Board of Supervisors also approved unencumbered funding of \$106,432 as part of the Incentive Reinvestment Initiative that allowed agencies to identify savings and efficiencies in FY 2014 and retain a portion to reinvest in employees.

Cost Centers

The four cost centers of the Library are Administration, Support Services, Library Operations, and Customer Services. The cost centers work together to fulfill the mission of the Library and carry out the key initiatives for the fiscal year.

13

Fairfax County Public Library

Administration

The Administration cost center provides the administrative support to the Fairfax County Public Library system through maintaining efficient and cost-effective services to Fairfax County and Fairfax City residents.

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Revised	FY 2016 Advertised
EXPENDITURES				
Total Expenditures	\$3,013,996	\$2,960,424	\$3,272,485	\$3,004,875
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	23 / 23	23 / 23	23 / 23	23 / 23
1 Library Director	1 Business Analyst III	2 Archives Technicians		
1 IT Program Manager I	1 Business Analyst II	2 Administrative Assistants IV		
1 Management Analyst IV	1 Internet/Intranet Architect I	1 Administrative Assistant III		
2 Library Branch Coordinators	1 IT Technician I	1 Administrative Assistant II		
2 Internet/Intranet Architects II	1 County Archivist	1 Administrative Associate		
1 Management Analyst III	1 Assistant Archivist			
1 Management Analyst I	1 Training Specialist III			
TOTAL POSITIONS				
23 Positions/ 23.0 FTE				

Support Services

The Support Services cost center provides access to information and materials via selecting, cataloging, and distributing to meet the needs of the citizens. Information and materials includes electronic and audio formats, as well books and reference materials.

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Revised	FY 2016 Advertised
EXPENDITURES				
Total Expenditures	\$7,418,375	\$6,516,597	\$8,961,126	\$6,717,535
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	44 / 43.5	44 / 43.5	44 / 43.5	44 / 43.5
1 Management Analyst IV	1 Human Resources Generalist III	1 Administrative Assistant V		
2 Library Program Coordinators	1 Human Resources Generalist II	3 Administrative Assistants IV		
1 Financial Specialist III	1 Management Analyst II	8 Administrative Assistants III		
1 Librarian IV	1 Training Specialist II	3 Administrative Assistants II		
5 Librarians II	1 Volunteer Svcs. Prog. Mgr.	2 Material Mgmt. Assistants		
1 Financial Specialist II	6 Library Info. Assistants, 1 PT	5 Administrative Assistants I		
TOTAL POSITIONS				
44 Positions / 43.5 FTE				

PT Denotes Part Time Position

14

Fairfax County Public Library

Library Operations

The Library Operations cost center provides public services to library customers including access to information, programs to meet community needs, educational support to the Fairfax County Public Schools, and building neighborhood partnerships. This cost center represents the day-to-day operation of the Libraries.

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Revised	FY 2016 Advertised
EXPENDITURES				
Total Expenditures	\$15,407,190	\$17,392,146	\$16,696,744	\$16,906,051
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	321 / 301	321 / 301	321 / 301	307 / 287.5
8 Librarians IV	8 Library Assistants IV	1 Administrative Assistant V		
23 Librarians III	14 Library Assistants III	2 Administrative Assistants IV		
32 Librarians II, 6 PT	16 Library Assistants II	3 Administrative Assistants III		
43 Librarians I, 3 PT	22 Library Assistants I, 7 PT	1 Administrative Assistant II		
	55 Library Info. Assistants, 21 PT	1 Administrative Assistant I		
		78 Library Aides, 2 PT (-14)		
TOTAL POSITIONS		(-) Denotes Abolished Position due to Budget Reductions		
307 Positions (-14) / 287.5 FTE (-13.5)		PT Denotes Part Time Position		

Customer Services

The Customer Services cost center provides system-wide programming, educational services including early literacy outreach to Head Starts and day care centers and Changing Lives Through Literature, marketing, and 24/7 customer access via the Library's website. This is a new cost center which emphasizes the library's commitment to its customers and reflects a paradigm shift in library services nationwide.

Category	FY 2014 Actual	FY 2015 Adopted	FY 2015 Revised	FY 2016 Advertised
EXPENDITURES				
Total Expenditures	\$737,698	\$959,330	\$984,561	\$984,284
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	12 / 11.5	12 / 11.5	12 / 11.5	12 / 11.5
1 Management Analyst IV	1 Communications Specialist III	1 Administrative Assistant IV		
1 Management Analyst II	1 Communications Specialist I	1 Administrative Assistant III		
1 Librarian II	1 Supervisory Graphic Artist	1 Administrative Assistant II		
1 Library Assistant IV	1 Graphic Artist II	1 Library Aide, PT		
TOTAL POSITIONS		PT Denotes Part Time Position		
12 Positions / 11.5 FTE				

Fairfax County Public Library

Key Performance Measures

Indicator	Prior Year Actuals			Current Estimate
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015
Administration				
Customer Satisfaction	98%	96%	95%/N/A	95%
Registered users as a percent of population	45%	41%	41%/41%	41%
Percent of documents retrieved and shipped within 24 hours	94%	98%	95%/99%	95%
Support Services				
Circulation per capita	11.8	11.5	11.5/11.3	11.0
Percent change in circulation per capita	(1.7%)	(2.5%)	0.0%/(2.0%)	(2.5%)
Library Operations				
Contacts per capita	36.2	35.1	35.7/34.4	33.1
Reference completion rate within 24 hours	73%	73%	72%/73%	72%
Customer Services				
Percent change in Library website page views	(45.8%)	(3.8)	(4.0%)/2.0%	1.5%

A complete list of performance measures can be viewed at www.fairfaxcounty.gov/dmb/fy2016/advertised/pm/52.pdf

Performance Measurement Results

The library's annual survey to gauge customer satisfaction and provide feedback on library services was postponed from FY 2014 to FY 2015 as part of the agency's community survey and outreach effort to update the strategic plan. Though customer satisfaction over the past few years has remained high, input from library customers as well as the community as a whole, is being sought to help FCPL focus its resources, services and staff into the future. However, nearly 5 million people came through the doors of the library in FY 2014 and the customer satisfaction rate is expected to continue to exceed the performance target of 95 percent.

Despite recent budget reductions impacting materials, in FY 2014, the library was able to achieve a circulation per capita rate of 11.3, just under the performance target. However, this is a decrease of 2.0 percent from the FY 2013 rate of 11.5 items per capita. With the additional funding for materials included in the FY 2015 Adopted Budget Plan, when combined with funding already included in the base budget, it is expected that approximately 177,000 items will be ordered and received. The library continues to maintain a high reference completion rate. In FY 2014, the reference completion rate within 24 hours was 73 percent, exceeding the performance target. The contacts per capita rate was 34.4 in FY 2014 which is a decrease from the FY 2013 rate of 35.1.

Library branches continue to address customer questions in a timely manner and customer satisfaction with library resources and services remains high. The Customer Service cost center reflects a renewed commitment to the customer. The percent of documents retrieved and shipped within 24 hours was 99 percent in FY 2014. The library will continue to identify and implement opportunities to improve employee safety, security, productivity and customer service in future years.

16

IMPORTANT BUDGET DATES

County Executive Releases Budget	February 17, 2015
Budget Committee Meeting	February 27, 2015, 2:00 pm
Agenda: FY 2016 and FY 2017 Fairfax County Budget Fairfax County Public Schools Budget Request Bond Rating - Reserves Questions and Answers	
Board of Supervisors Meeting	March 3, 2015
Board advertises Tax Rates FY 2015 Third Quarter Review presented	
Budget Committee Meeting	March 17, 2015, 1:00 pm
Agenda: FY 2015 Third Quarter Review Lines of Business Process Capital Improvement Program Questions and Answers	
Budget Committee Meeting	March 31, 2015 1:00 pm
Agenda: Human Services Council Report on Budget 10 Principles of Sound Financial Management Questions and Answers	
Public Hearings on the Budget	April 7, 8, and 9, 2015
Budget Committee Meeting	April 17, 2015, 2:00 pm
Agenda: Pre-Mark-Up Meeting	
Board of Supervisors Meeting	April 21, 2015
Budget Mark-up	
Board of Supervisors Meeting	April 28, 2015
Budget Adoption	

AGENDA (DRAFT)
FRIENDS FORUM
MARCH 8, 2015
BURKE CENTRE LIBRARY

12:30 Sign in, Lunch

1:00 - 3:00 FORUM

PRELIMINARIES AND INTRODUCTIONS *Pat Riedinger*

WELCOME *Matt Moffett*

FRIENDS GROUP AUDITS *Braddock District Supervisor John Cook*

LIBRARY ISSUES/ COUNTY BUDGET *Sam Clay*

EXPERIENCE with COMPRISE SYSTEM *Matt Moffett, Sam Clay*

FOUNDATION ACTIVITIES *Susan Harmon*

FALL FOR THE BOOK *Bill Miller or representative*

OTHER DISCUSSION TOPICS

Insurance - Is it necessary? What kind?

Search for new FCPL Director

WRAP-UP

Steering Committee needed for Friends Forums?

Who's hosting the next Forum? (*PH volunteered last September*)

Subject: FW: FCPL/FCPS opportunity

From: Kavich, Ted
Sent: Wednesday, February 18, 2015 11:18 AM
To: LIB-Youth Services Managers
Cc: LIB-BRANCH MANAGERS; LIB-BRANCH MANAGERS ASST
Subject: FCPL/FCPS opportunity

Hi YS managers –

I have exciting news! It seems we are always discussing how much we want to strengthen our partnership with FCPS, and how tough that can be due to many factors (busy schedules, difficulty in establishing communication, etc.). Priscille Dando, the Coordinator of Library Information Services for FCPS – and also our Library Board member – has been working with me on two joint projects to build connections between FCPL YS managers and FCPS school librarians.

First, we have identified the week of March 16 as a time when FCPS librarians can hopefully visit their local FCPL branches for an informal meet-and-greet. Here is what we propose:

- Priscille has sent me the current contact list for all FCPS librarians (elementary school, middle school and high school) which I will share with you in a separate message. This will enable you to reach out to the school librarians in your service area via email and invite them to visit your branch at a time (or times) that work for you and the branch. The day(s)/time(s) can be anytime during the week of March 16, but we suggest 3:00 or later for middle and high school librarians and 4:00 or later for elementary school librarians. A possible exception is Monday March 16 which is a strategic planning day so librarians might be available as early as 1:00 (this is not a sure thing and will vary by school). A good way to make the invitation could be to offer a “drop-in” time frame, for example 3:00 to 5:00 on March 16. Then ask the librarians to RSVP with their most convenient arrival times so you’ll know when to expect them.
- This is *not* supposed to be a formal meeting with an agenda, refreshments, etc. We want it to be easy and informal, just a chance for you to meet and share information. Some suggestions for the meeting include a library tour with a focus on what your branch offers students and their families (homework help, online resources, etc.), sharing information about programs (such as book groups for kids, TABs, foreign language materials, SRP/book talking, etc.), and providing some helpful branch/system handouts.
- Please note this is *not* a required activity for either party. If you’re unable to offer a meeting time that week and/or if any of your FCPS counterparts can’t make it work, it’s okay. Priscille has let her librarians know the week of March 16 might not work for some of you due to staffing, etc. If that is the case for you but you’re able to find another day/time later in the spring, please feel free to reach out to your local schools with that option.

Please note that Priscille informed her librarians today (via email) about this plan, so you can rest assured they’ll be expecting your invitations. I will send the contact list to YS managers shortly, and we can also talk about this at the upcoming YS meeting on 2/24. If you have any questions in the meantime, please send them my way.

FYI, our second project is an FCPL/FCPS partnership group where representatives from each organization will meet quarterly to develop ways to collaborate, communicate and learn from each other. I will share some preliminary information about this at the YS meeting, so stay tuned.

Thanks! See you all soon,
Ted

Ted Kavich, Program & Educational Services Manager
Fairfax County Public Library

Project Fact Sheet
February 27, 2015

- Project Location:** 6209 Rose Hill Drive
Alexandria, Virginia
- Magisterial District:** Lee District, Supervisor Jeffrey McKay
- Project History:** The existing Library structure was built in from 1975, and is 40 years old. It occupies approximately 13,300 square feet. Modifications to the HVAC system were done in 1987, and in 1989 ADA upgrades were performed. The structure however does not contain a number of public spaces stipulated by the County Library Design Manual, and the layout limits its usability, because it cannot be sectioned off. The building systems are not up-to date in terms of efficiency and recognized sustainable design standards, and meeting spaces are missing.
- Previous Steps:** Phase 1: Feasibility Study Report December 3, 2012 by Bowie Gridley Architects.
It includes the space programming, existing conditions assessment, and conceptual designs. Concept 1C was identified by the design committee as the preferred option.
- Project Description:** Phase 2 of the project consists of an interior gut renovation and minor addition to the John Marshall Library. Minor modifications are proposed to the exterior walls in order to provide new window openings. The renovation shall include a partial or complete replacement of the existing mechanical system. Site work is limited to parking modifications to meet zoning requirements and storm water management facilities to meet Fairfax County requirements.
- Project Funding:** \$5 million funding was approved in the Fall 2012 Library Bond Referendum. A balance of \$1.3 million for the upgrade/replacement of building systems, esp. the HVAC system, was approved at the FY2014 Third Quarter Review for a total of \$6,300,000.
- LEED Certification:** LEED Silver as required per Fairfax County Sustainable Development Requirements. USGBC Category "New Construction and Renovation" – 2009 rating system.
- Schedule & Key Dates:**
- | | |
|------------------|-----------------------|
| Kick-Off: | Feb 27, 2015 |
| Design: | Feb 2015 to Apr 2016 |
| Building Permit: | Dec 2015 to Jun 2016 |
| Construction: | June 2016 to Oct 2017 |

**John Marshall Library
LB-000008-001**

**Project Fact Sheet
February 27, 2015**

Main Using Agencies: Fairfax County Public Library
Library Administration:
Katie Strotman, Customer Services Director
703-324-8333 Katie.Strotman@fairfaxcounty.gov
Barbara Schrantz, Facilities Project Manager
(703) 324-8316 Barbara.Schrantz@fairfaxcounty.gov
Edwin S. Clay, Director

DPWES Project Team: Karin Hornstein, Project Manager, Building Design Branch, DPWES
703-324-5682 karin.hornstein@fairfaxcounty.gov
Rufino Vinluan, Project Engineer, Building Constr. Branch, DPWES
703-324-5140 rufino.vinluan@fairfaxcounty.gov

Design Team:

Architect: Michael Kerr, Project Manager, Bowie Gridley Architects
202-337-0888 mkerr@bowiegrideley.com
Richard Salopek, Principal

Civil Engineer: ADTEK Engineers
Structural Engineer: ADTEK Engineers
MEP: Setty & Associates

**John Marshall Library
Phase II Kick-Off Meeting
Department of Public Works and Environmental Services
(Feb 27, 2015)**

Agenda

- | | |
|---|-------|
| ➤ Introductions | DPWES |
| • Project Contacts | |
| • Roles and Responsibilities | |
| | |
| ➤ Project Overview | DPWES |
| • Project History/ Feasibility Study | |
| • Project Description and Scope | |
| • Budget | |
| • Schedule | |
| • Design Guidelines | |
| • Relationship with Rose Hill Elementary School | |
| | |
| ➤ Review of Existing Conditions | BGA |
| • Site plan and site constraints | |
| • Floor plans | |
| • Deficiencies | |
| | |
| ➤ Verification of Library Building Program | BGA |
| • Collection size and public workstation quantities | |
| • Staffing numbers and spatial requirements | |
| • Circulation desk strategy | |
| • Quantity and sizes of meeting rooms | |
| | |
| ➤ Summary of Concept Design | BGA |
| • Spatial layout and program adjacencies | |
| • Building exterior improvements | |
| • Site improvements | |
| • After-hours access | |
| | |
| ➤ FxCo Stormwater | BGA |
| • Engagement with FxCo Stormwater Management Division | |
| | |
| ➤ LEED | BGA |
| • LEED goal: Silver Certification | |
| • Project Registration | |
| | |
| ➤ Next Steps | ALL |
| • Sign-off on Program and Concept Design | |
| • Update Report | |
| • Geotechnical Report | |
| • Prepare Schematic Design documentation | |

➤ Comments, Q+/A, Open discussion

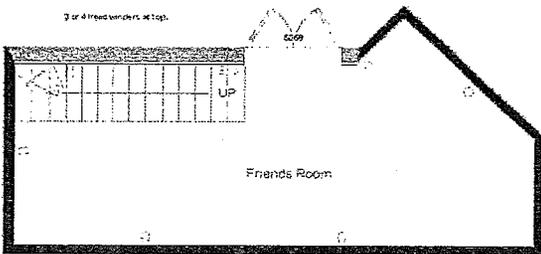
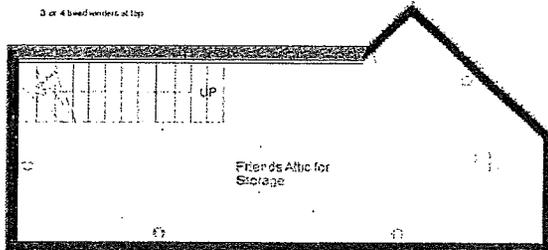
Tyson's Pimmit Friends

February 27, 2015

1.) Question: Can the floor joists could be tied into the block walls instead of requiring new columns?

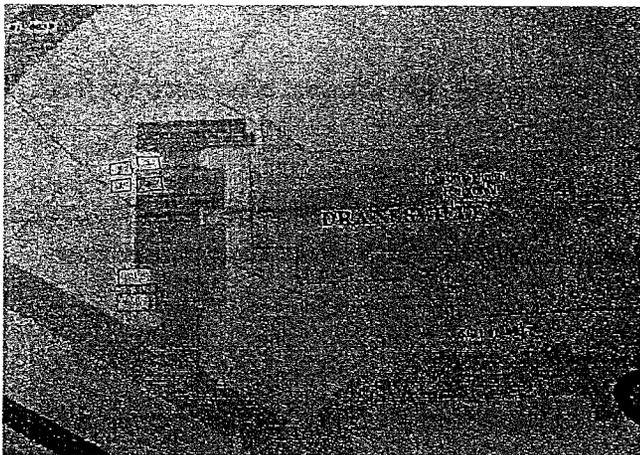
- Response: The existing walls are not designed as load bearing. The structural engineer has indicated that new columns and footings are required to support the platform (mezzanine).

2.) Question: Is the layout of the mezzanine shown in the sketch below acceptable?



- Response: The concept provided is acceptable, except that winding treads are not acceptable per code. Winders are only allowed in residential construction. The stair will need to shift toward the door to accommodate a top landing. Would you like us to provide a revised sketch and price this option to determine if the Friends would like to proceed?

3.) Question: Are any of the alternate locations shown below acceptable?



- Response to the two sheds: The agreement from the meeting at the Supervisor's Office was to provide 500 SF (300 SF interior and 200 SF shed) of space for the Friends. At the site meeting, additional square footage was provided by a mezzanine within the Friend's interior library space with the agreement that the Friends would cover the cost.

- *Response to Location 1: Location infringes into the Right of Way.*
 - *Response to Location 2: Location would not accommodate a 200 SF shed in the island and more than two parking spaces would be removed in the parking lot location due to size of shed and access.*
 - *Response to Locations 3: Location infringes into the required side yard setback.*
- 4.) Question: Is the orientation of the sheds as shown on the plat (rotated 90 degrees from the originally approved concept) and two sheds facing each other acceptable?
- *Response: The rotation would need to be evaluated along with the location. The concern is infringing on the setback and additional foliage that may need to be removed.*
- 5.) Question: What are the set-backs? If sheds are not in the parking spaces then how much setback from the curb?
- *Response: There is no set-back required from the curb; however, there are set-backs from the property line as follows: Front – 25' setback (or 35 degree angle of bulk plane) and Side - 10' setback (or 30 degree angle of bulk plane).*
- 6.) Question: How much overhang (1ft best) or drip edge (4" worst) can the shed roof have?
- *Response: The overhang is a factor of the aesthetics and the siding material. Once determined, it can be reviewed.*
- 7.) Question: What type of roofing is required: 1) glued EDPM, 2) Standing seam metal?
- *Response: Either roofing type is acceptable.*
- 8.) Question: What kind of roof is suggested?
- *Response: Preference is a shed roof (single sloped roof) or a flat roof. A hip roof would not relate to the main library.*
- 9.) Question: Can I install interior lighting in the shed and additional exterior lighting?
- *Response: Based on the agreed upon location at the September 2014 site visit, there is an existing site light nearby to provide exterior site lighting. Any additional exterior lighting would need to meet code. All electrical work, including lighting, requires an electrical permit through the County's Land Development Services.*
- 10.) Question: Can I pull power from the existing site lights?
- *Response: The parking lot lighting is by Dominion Virginia Power (DVP). DVP does not allow electrical feeds from their site lights.*
- 11.) Question: Can the access to the library be provided through the door near the community room?
- *Response: Per the agreement at the site visit, access will be through the loading dock. The proposed door impacts operational functions and is a security concern.*
- 12.) Question: Are permits required for the work?
- *Response: It was assumed, the shed would be a prefabricated/engineered shed with the factory approvals. If the shed is not a pre-fabricated shed, all code requirements must be followed. If the shed is built on site, utilities need to be located to ensure there is no conflict. In addition, for the safety of those using the shed, engineered (signed and sealed) construction documents should be submitted for review and approval for a building permit and by the Building Design Branch.*

Incident Report February 2015

Attachment 10

Branch	Type of Incident	Number of Incidents
CE	Parking Lot	1
CH	Parking Lot	1
RR	Disruptive Behavior	2
	Building Emergency *	1
	Mental Illness	1
	Theft of Library Materials	1
	Customer in Distress	1
SH	Police Activity	1
	Verbal Abuse	1
TY	Customer Complaint	1
	Customer Injured	1
JM	Customer Injured	1
KP	Customer Injured	1
KN	Building Emergency *	1
MW	Staff Injured	1
OK	Suspicious Activity	1
PH	Disruptive Behavior	1
TJ	Disruptive Behavior	1
Total Incidents February 2015		19

* Police, Fire Department, Animal Control, or FMD notified

29

FCPL Director Selection Committee Agenda

Feb 26, 2015 3pm

- I. Call to Order- Karrie Delaney, FCPL Director Search Committee Chair

- II. Chair's remarks and introduction of Committee Members

- III. Update on community outreach - Douglas Miller, Strategic Planner and Customer Research Manager

- IV. Update on job description - Kristin Resta, Senior HR Consultant

- V. Committee Discussion: job description

- VI. Committee Roundtable

- VII. Adjourn

February 24, 2015

Dear Library Board Members:

The search for a library director presents the community with a tremendous opportunity. For the first time in 30 years, we will be searching for a new leader of the library system. Many exciting things are happening in the library world, and people are thinking about how to make FCPL a vibrant, essential part of our county.

Now is the time for staff and all library stakeholders to look to the future, and not dwell on any contentious issues from the past. Choosing a library director is the single most important task facing a library board, and much attention and thought should be paid to that process.

In order to find the right person for our library, I believe the board should be as clear as possible as to the qualities they are searching for in a director.

As a librarian who has been working with FCPL for ten years, I hope you will welcome a few of my comments. I started out as a children's librarian and am now the manager of a community library.

I believe the board will want to think about such things as:

How does the candidate view the profession of librarian? Does the candidate acknowledge the centrality of the profession to the successful delivery of library services? Or does the candidate feel that libraries can maintain high standards with para-professional staff?

Most importantly, does the candidate go beyond the basic requirements of competent management skills, and show leadership? Does the candidate show vision, drive, creativity and integrity? Does the candidate share our passion for libraries? Does the candidate understand the centrality of libraries to the existence of a vibrant, free and open democracy?

I believe the director must *lead*. This must mean someone who will consistently, over the years, advocate for the library, explaining to the community and all library stakeholders that libraries are strategic partners in a community's future. Libraries build social capital every day. Libraries change lives.

Will the candidate be a passionate communicator? Will the candidate explain that the library, containing humanity's cultural record, is an institution where all county residents may come and thus create a community of thinking citizens? Does the candidate understand that without libraries, a community of seekers after knowledge is impossible?

I believe in these times of budget constraints, a library system without this type of leader will continue to lose out in the fight for resources.

I hope that the library board will find a director who shares librarians' love of reading and knowledge and will fight to make Fairfax County Public Library a world-class library: a necessity, not an amenity.

Thank you for your efforts. I and all librarians look forward to continuing to improve our public's lives every day.

Sincerely,

Daniela Dixon

32

***Facilitated Session on the New Library Director
Qualities & Priorities***

Date: September 10, 2014
Facilitator: Leslie Amiri, Department of Human Resources

Most Important Characteristics for the Library Director

- Strong & collaborative decision making
- Excellent written & oral communication skills
- Demonstrated leadership and an ability to reach consensus with diverse constituencies
- Demonstrated commitment to staff development & continuing education
- Proven relationship building expertise
- Doesn't micromanage
- Management style is collaborative/consultative
- Demonstrated coaching and mentoring skills
- Politically savvy

Most Important Priorities for the Library Director

- Regain control of the organization
- Clarify and define relationships and roles with the Library Board, the Friends, the Foundation and the staff
- Re-establish the community as the first priority customer (versus library staff)
- Bridge the gap between branch staff and "us"; Library Board and "us" (non-branch staff).
Restore respect to Admin and Support Services staff
- Elevate the status of FCPL within the County—not discretionary
- Establish relationships with subordinates and department heads

◆ ANNOUNCEMENTS ◆

The North County Governmental Center, home to the Hunter Mill District Supervisor's Office and the Reston Police Station, has moved to our new building at 1801 Cameron Glen Drive, Reston. (Pardon the boxes!)

Grand Opening Celebration—coming in May 2015

Senior Safety Summit

Save the date for the **Senior Safety Summit**

Friday, April 24, 2015, from 1 to 4 p.m.

**Reston Community Center at Hunters Woods
2310 Colts Neck Road, Reston**

Search for New Public Library Director

The search has begun for a new director of the Fairfax County Public Library system. You can participate in identifying the qualities you deem important for this position through an on-line survey—<http://www.fairfaxcounty.gov/library/directorsearch.htm>.

In addition, watch for the announcement for a Hunter Mill District community meeting on the public library, bringing together library staff, patrons, and planners for a discussion on the library and plans for the future. Coming this spring.

Hunter Mill District Office Staff

- | | |
|---------------------|-----------------|
| ◆ ERIN CLARK | ◆ PAUL DAVIS |
| ◆ KATHLEEN DRISCOLL | ◆ CASEY HANES |
| ◆ GOLDIE HARRISON | ◆ MARTIN TAYLOR |
-



HUNTER MILL DISTRICT COMMUNITY SUMMIT

Saturday, February 28, 2015

Frying Pan Farm Park
Fairfax County Park Authority



Attachment 12

35

HUNTER MILL DISTRICT COMMUNITY SUMMIT PROGRAM

- ◆ 8:30 **Refreshments, Exhibits**
Department of Cable and Consumer Affairs
2015 World Police and Fire Games

- ◆ 9:00 **Welcome**
Virtual Tour of Human Services
Cathy Hudgins, Supervisor
Hunter Mill District

- ◆ 9:20 **Remarks**
Gerry Connolly
U.S. House of Representatives, 11th District

- ◆ 9:30 **County Priorities**
Sharon Bulova, Chairman
Fairfax County Board of Supervisors

- ◆ 9:45 **FY2016 Fairfax County Budget**
Ed Long
Fairfax County Executive

- ◆ 10:15 **FY2016 Fairfax County Public Schools Budget**
Pat Hynes
School Board Member

Susan Quinn
Chief Financial Officer

- ◆ 10:40 **Questions/Answers**

- ◆ 11:00 **Human Services Huddle**
Question & Answer Session

Supervisor Cathy Hudgins, Moderator.

Introduction of the Issue

Patricia Harrison, Deputy County Executive
Rob Stalzer, Deputy County Executive

Panel Speakers

Kerrie Wilson, Chief Executive Officer
Cornerstones

Kate Hanely, Hunter Mill Representative
Fairfax-Falls Church Community Services Board

Jerry Poje, Hunter Mill Representative
Human Services Council

George Bergquist, Chairman
Committee for Helping Others

Bill Bouie, Hunter Mill Representative and Chairman
Fairfax County Park Authority

Leila Gordon, Executive Director
Reston Community Center

- ◆ 12:45 **Wrap-Up**

Search Web Site

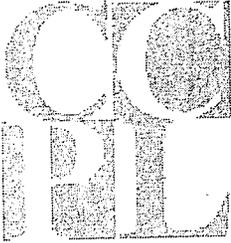
go

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Locations & Hours

Library Management Team

Library Board of Trustees

FOL Board of Directors

Careers at CCPL

2014 Building Referendum

Strategic Plan, FY2013-FY2017

Volunteer Opportunities

Saul Alexander Gallery

Press Releases

Policies and Procedures

Friends of the Library

Support your Library

Contact Us

Management Team

Director's Office

- [Douglas Henderson](#), Executive Director
- [Cynthia Bledsoe](#), Deputy Director
- [Susan Parsons](#), Administrative Services

Support Departments

- [Susan Bednar](#), Training and Department Manager
- [Pam Cadden](#), Children's Services Coordinator
- [Jim Letendre](#), Outreach Manager
- [Perry Litchfield](#), Business Manager
- [Jen Rodgers](#), Human Resources Manager
- Vacant, Library Collection and Technical Services
- [Nancy Sullivan](#), Procurement and Facilities Manager
- [Jamie Thomas](#), Public Relations/Marketing Manager
- [Craig Williams](#), Systems Manager

Service Managers

- [Andria Amaral](#), Young Adult
- Vacant, Circulation
- [Nicholas Butler](#), Historian
- [Jackie Peters](#), Children's
- [Marianne Cawley](#), South Carolina History
- [Cary Jones](#), Popular Materials
- [Jennifer Lively](#), Tech Team
- [Becky Melancon](#), Reference/Information Services

Operations Managers

- [Darlene Jackson](#), Manager, Main Library
- [Sherryl James](#), Manager, Cooper River Memorial
- [Kim Odom](#), Manager, John L. Dart
- [Gerald Moore](#), Manager, Dorchester Road Regional
- [Marilyn Bowman](#), Manager, Edisto
- [Amy Adams](#), Manager, Folly Beach
- [Nancy Lupton](#), Manager, James Island
- [Jim McQueen](#), John's Island Regional
- [Pat Gross](#), Manager, McClellanville
- [Jamar Rahming](#), Manager, Mt. Pleasant Regional
- [Deborah Harris](#), Manager, Otranto Road Regional

Downloadable Media

Ask A Question

Reader's Corner



- [Delores Schweitzer](#), Manager, Edgar Allan Poe
- [Cynthia Hurd](#), Manager, St. Andrews Regional
- [Drew Marler](#), Manager, St. Paul's / Hollywood
- [Marvin Stewart](#), Manager, Village
- [Beth Bell](#), Manager, West Ashley
- Vacant, Manager, Bookmobile Services

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38

Library Board of Trustees Meeting – Director’s Report/Executive Summary

3-11-15

- 1) No additional information to report for FY 2015 Third Quarter Budget Review; FY 2016 Fairfax County Advertised Budget Plan or Important Budget Dates. If you have any questions, please contact me.

- 2) Friends Forum – all items on the agenda were covered; at this time the next Friends Forum date has not been selected.

- 3) FCPL/FCPS Opportunity – Priscille has been working with Ted Kavich, FCPL’s Manager of Program and Educational Services, on additional ways to bring together FCPS and FCPL staff.

- 4) John Marshall Library Renovation – The John Marshall renovation is moving forward. At this time, construction is anticipated to be June 2016 - Oct. 2017.

- 5) Pohick Regional Update – The tentative closing date for Pohick has been moved back slightly. The approximate closing date is now Sept. 5. The permitting process is taking longer than originally anticipated.

- 6) Tysons-Pimmit Renovation – Tysons-Pimmit is on track for a late fall closing.
- a. Location for temporary library – the county leasing office is exploring a few temporary locations that are within 2 miles of the library. In the next few weeks, we will know if the possible spaces are suitable. A decision on a temporary location will need to be made in the next couple of months.
 - b. Response to John Ball – Tysons Friends president John Ball has been exploring options related to Friends space. You will find the response from County Facilities on pages 27 and 28.
- 7) Reston Regional Update – There is no new information on the Reston Regional Library renovation. The RFP for this area should be available soon.

Other – handed out tonight: Doug Miller has prepared an analysis on the Institute of Museum and Library Services (IMLS) recent report as it relates to FCPL.

Institute of Museum and Library Services (IMLS)

Public Libraries in the United States Survey FY 2012

Statistics at a Glance

When considering the data reported in this IMLS Survey of Public Libraries in the United States for FY 2012, it is important to keep in mind that this data is nearly three years old. In looking at the following eleven measures covered in the report when compared with FY 2011, FCPL followed the national trend in all but one instance. In that instance the number was unchanged from the prior year.

Visitation Rate per Capita

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
4.7	5.0	7.1	4.7	3.2

Circulation Rate per Capita

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
11.8	8.0	9.3	7.9	3.6

Program Attendance per Capita

National Trend.....↑
FCPL Trend.....↑

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
155.6	306.1	326.1	271.6	265.1

Public Access Computer Usage per Capita

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
0.5	1.1	1.2	1.1	1.3

Reference Transaction Rate per Capita

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
0.5	1.1	1.2	1.1	1.3

Operating Revenue per Capita

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
\$33.47	\$37.98	\$41.74	\$37.01	\$33.50

Operating Expenditures per Capita

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
\$32.01	\$35.47	\$39.39	\$31.24	\$32.90

Total Collection Materials per 1,000 People

National Trend.....↑
FCPL Trend.....↑

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
2,152.5	3,322.5	3,109.8	2,727.9	N/A

Number of Programs per 1,000 People

National Trend.....↑
FCPL Trend.....→

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
8.0	13.2	10.8	10.9	11.7

Public Access Computers per 5,000 people

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
1.7	4.5	4.0	3.8	3.6

Total Staff per 25,000 people

National Trend.....↓
FCPL Trend.....↓

Fairfax County Public Library	Nationally	Suburban Libraries	Serving Population of 25,000 +	Virginia
8.8	11.3	N/A	N/A	11.7

Institute of Museum and Library Services (IMLS)

Public Libraries in the United States Survey FY 2012

Summary

The Public Libraries in the United States Survey (PLS) is a three part report that examines when, where, and how library services are changing to meet the needs of the public. The fiscal year 2012 report uses data from 97 percent of public libraries across the country.

- **Part One – Public Libraries in the United States**
Provides a national-level analysis that aggregates data from all 50 states, including the District of Columbia to provide national estimates and trends.
- **Part Two – Public Library Indicators**
Looks at indicators that provide an overall level of performance for thirteen key metrics and serves as a gauge to evaluate important changes in public library use, services, and resources. These indicators are calculated as per capita estimates, so they provide a way to compare performance across libraries. These results are broken out at the regional, state, and local levels.
- **Part Three – State Profiles (available only online)**
Provides public library statistics for individual states, including the District of Columbia, and Puerto Rico. The profiles contrast public library statistics at the state level to corresponding regional and national statistics.

The PLS is a universal survey, which means that information is collected from all public libraries in the United States. When information is available from an entire population, estimates are made by summing units to the population or subpopulation. In this report, national estimates are aggregate totals based on summing data across all public libraries to the national level. For estimates based on subpopulations, such as state, region, or locale, data are summed up to the level of the subpopulation.

Subgroupings - IMLS separates library systems into four administrative units: city, suburb, town, and rural. FCPL is classified as a 'suburban' library system, defined as a territory outside a principal city and inside an urbanized area with a population of 250,000 or more. There are three categories of suburban library systems as defined by IMLS, large, mid-size, and small with FCPL being in the large category.

Library Use

There are many ways to look at the use of public library resources and services. This report focuses on four metrics of library use: visitation, circulation, program attendance, and user sessions of public access computers.

The per capita measures for each of these metrics happen to make up the statistics from which the Library Journal Index is comprised.

Visitation – The count of the total number of people who physically entered a public library.

FCPL – In FY 2012, FCPL recorded more than 5.2 million visits to the library, a one year decrease of 3.5 percent from FY 2011. The visitation rate per capita for FCPL was 4.7 compared to:

- Nationally (5.0)
In FY 2012, there were 1.5 billion visits to public libraries across the U.S., the equivalent of over 4.1 million visits each day. Visitation per capita was 5.0, a decrease of 2.7 percent from FY 2011. Until FY 2009, visitation per capita had increased every year since FY 1998.
- Suburban (7.1)
Visitation per capita varied among locales. For suburban libraries the average visitation per capita was 7.1, a decrease of 4.5 percent from FY 2011.
- Population of 25,000+ (4.7)
Visitation per capita varied among library service area population sizes. For libraries serving populations of 25,000 or more, the average visitation per capita was 4.7. Decreases in visitation per capita were experienced across all service population sizes, a decrease of 3 percent on average for libraries serving populations of 25,000 or more from FY 2011.
- Virginia (3.2)
Visitation per capita varied among states ranging from as high as 7.7 (New Hampshire) to as low as 3.2 (Georgia). For Virginia the average visitation per capita of 3.2 was a slight increase of 0.38 percent from FY 2011.

The PLS collects data on the number of in-person visits to public libraries, but does not collect similar data on virtual visitation. Libraries have been increasing their virtual presence and their digital resources and services in order to meet the needs of the 21st century public. Many libraries track Wi-Fi visitation, including FCPL, and many states are in the process of revising their data collection templates to include this measure of library visitation in the future.

Circulation – Circulation is the number of materials that have been checked out for use.

FCPL – In FY 2012, FCPL recorded circulation of more than 13.2 million items, a one year decrease of 3.5 percent from FY 2011. The circulation rate per capita for FCPL was 11.8 compared to:

- Nationally (8.0)
In FY 2012 there were two billion materials circulated in public libraries for a total circulation rate per capita of 8.0, a 1.7 percent decrease from FY 2011 and the second consecutive year that circulation per capita has decreased.
- Suburban (9.3)
Circulation per capita varied among locality. For suburban libraries the average circulation per capita was 9.3, all localities experienced a decrease in circulation per capita, a decrease of 3.1 percent from FY 2011 for suburban libraries.
- Population of 25,000+ (7.9)
Total circulation per capita varied among library service area population sizes. For libraries serving populations of 25,000 or more, the average visitation per capita was 7.9.

Decreases in circulation per capita were experienced across all service population sizes, a decrease of 1.7 percent on average for libraries serving populations of 25,000 or more from FY 2011.

- Virginia (3.6)
Total circulation per capita varied among states ranging from as high as 17.2 (Oregon) to as low as 2.8 (Mississippi). For Virginia the average circulation per capita of 3.6 was a decrease of 9.87 percent from FY 2011.

Program Attendance – Program attendance per capita is a measure of the attendance of public library programs by the size of the population served. Public libraries serve as valuable learning spaces in their local communities. People go to libraries for speaker series, homework help, computer training, story hour and other activities.

FCPL – In FY 2012 the library resumed system-wide book talking following two years where reduced staffing severely limited the library's ability to visit the county's 142 elementary schools. The result was an increase in program attendance of 15.6 percent from FY 2011 with attendance totaling more than 172,000. The program attendance rate per capita for FCPL was 155.6 compared to:

- Nationally (306.1)
There were 92.6 million attendees at public library programs in FY 2012, a decrease of 4.1 percent from FY2011. In FY 2012 program attendance per capita was 306.1, an increase of 3.1 percent from FY 2011.
- Suburban (326.1)
Program attendance per capita varied among locality. For suburban libraries the average program attendance per capita was 326.1. All localities experienced an increase in total program attendance per capita, an increase of 4.1 percent from FY 2011 for suburban libraries.
- Population of 25,000+ (271.6)
Total program attendance per capita varied among library service area population sizes. For libraries serving populations of 25,000 or more, the average program attendance per capita was 271.6. Increases in program attendance per capita were experienced across all service population sizes, an increase of 3.1 percent on average for libraries serving populations of 25,000 or more from FY 2011.
- Virginia (265.1)
Total program attendance per capita varied among states ranging from as high as 692.5 (New Hampshire) to as low as 162.4 (Georgia). For Virginia the average program attendance per capita was 265.1. No comparison to FY 2011 was provided by the report.

Public Access Internet Computer Use Sessions – Public access computer usage per capita measures the ratio of the number of user sessions on public access Internet computers to the number of people in the library legal service area.

FCPL – Though the rate of public access computer usage per capita has been declining, the importance of that service to specific portions of the population cannot be overstated as the library's public PCs are often the only electronic access point many members of the community have. Conversely, use of the library's Wi-Fi access has increased steadily indicating a shift in

overall usage from the traditional stationary/hardwired desktop PCs in favor of personal handheld devices which are mobile and can be used throughout the library. The public access computer usage rate per capita for FCPL was 0.5, a decrease of 7.4 percent from FY 2011 compared to:

- Nationally (1.1)
Access to the Internet and computer resources is one of the many valuable resources public libraries provide. There were 340.5 million user sessions on public access computers in public libraries, resulting in a decrease of 1.2 percent from FY 2011. Peak usage occurred in FY 2010.
- Suburban (1.2)
Public access computer usage per capita does not vary among locales. For suburban libraries the public access computer usage per capita was 1.2, a decrease of 1.6 percent from FY 2011.
- Population of 25,000+ (1.1)
Public access computer usage per capita varied among library service area population sizes. For libraries serving populations of 25,000 or more, public access computer usage per capita was 1.1. Decreases in public access computer usage per capita for libraries serving populations of 25,000 or more decreased from FY 2011 but were considered relatively stable so the amount of decrease was not included in this report.
- Virginia (1.3)
Public access computer usage per capita varied among states ranging from as high as 1.9 (South Dakota) to as low as 0.4 (Hawaii). For Virginia the average public access computer usage per capita was 1.3. No comparison to FY 2011 was provided by the report.

Reference Transactions – Reference transactions are an information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. This metric measures the demand and use of professional human resources of the public library to address information needs in the community.

FCPL – Anecdotal information from staff is that while the volume of reference transactions may be declining, the nature of these transactions are becoming more complex requiring more staff time. In FY 2012 the library recorded a reference transaction rate per capita of 0.7, a decrease of 3.8 percent from FY2011 compared to:

- Nationally (0.9)
Reference transactions per capita in FY 2012 were 0.9 reflecting a decrease of 3.9 percent from FY 2011.
- Suburban (1.0)
Reference transactions per capita vary among locales but all locales experienced a decrease from FY 2011. For suburban libraries this decrease in reference transactions per capita was 6.7 percent.
- Population of 25,000+ (1.0)
Reference transactions per capita are similar across libraries serving different population sizes. For libraries serving populations of 25,000 or more, reference transactions per capita was 1.0, a decrease of 4.4 percent from FY 2011.

- Virginia
Reference transactions per capita vary among states ranging from as high as 1.8 (Ohio) to as low as 0.4 (West Virginia). Detailed state by state statistics for reference transactions per capita were not included in this report.

Investments in Public Libraries

Public library revenue is generated from these four sources: local government, state government, federal government, and other sources (e.g. monetary gifts and donations). Public investments allow libraries to provide access to many popular services and resources. Although services may vary from place to place, most library expenditures are used to provide public resources such as the collection of materials for loan, varied programming, digital access, and knowledgeable staff.

Total Operating Revenue

FCPL – In FY 2012 the local government of Fairfax County provided 91 percent of the library’s operating revenue. Another 1 percent came from state government, 0.02 percent from federal government, and 7 percent came from other sources. The library’s operating revenue per capita was \$33.47 compared to:

- Nationally (\$37.98)
In FY 2012 the public invested over \$11.49 billion in revenue to public libraries. While funding from states has been decreasing, funding levels from local governments has been increasing. Funding for public libraries from sources other than local, state and federal government, including donations, increased 13.3 percent from FY 2011 and represents the largest change in funding to public libraries. The majority of library revenue is generated from local governments. In FY 2012 total operating revenue per capita was \$37.98, a decrease of 2.0 percent from FY 2011.
- Suburban (\$41.74)
Total operating revenue per capita varied among locales but was significantly higher in suburban libraries compared to libraries in other locales. Total operating revenue per capita for suburban libraries was \$41.74 for a decrease of 4.4 percent from FY 2011.
- Population of 25,000+ (\$37.01)
Total operating revenue per capita varied among population sizes. For libraries serving populations of 25,000 or more, total operating revenue per capita was \$37.01, a decrease of 2.3 percent from FY 2011.
- Virginia (\$33.50)
Total operating revenue per capita varied among states ranging from as high as \$73.48 (Ohio) to as low as \$16.86 (Mississippi). For Virginia the total operating revenue per capita was \$33.50, a decrease of 1.9 percent from FY 2011.

Operating Expenditures

In the PLS, public library operating expenditures are separated into three major expense categories: collection (print materials, electronic materials, and other materials), staffing (salaries and benefits), and other expenditures not reported under staff or collection expenditures such as

binding, supplies, repair/replacement of existing furnishings/equipment; and cost of computer hardware/software used to support library operations or link to external networks (the Internet). FCPL – In FY 2012, 78 percent of the library’s operating expenditures went to staff expenses, 9 percent went to collections, and 13 percent went to other expenses. The library’s operating expenditures per capita was \$32.01 compared to:

- Nationally (\$35.47)
Total operating expenditures for public libraries was \$10.7 billion in FY 2012, a decrease of 1.8 percent from FY 2011. The \$7.3 billion spent on staffing reflects a 12 percent increase over ten years, most of which is the result of the rising cost of benefits, which has increased by 51 percent over ten years. Public libraries spent \$1.2 billion on collection materials in FY 2012, a ten year decrease of 15.6 percent. Expenditures for collections accounted for 11.4 percent of total operating expenditures, a ten year decrease of 21.3 percent. Expenditures on electronic materials has been increasing steadily, almost doubling (92.2 percent increase) since data on this element was first collected in FY 2003. Expenditures on electronic materials comprise 16.7 percent of all collections expenditures. In FY 2012 the majority of library expenses are associated with staffing which accounts for 67.6 percent of all library expenditures. Collections (11.4 percent) and other costs (21 percent) take up the remaining amount. Over the last ten years, staff expenditures have grown, whereas collection expenditures have decreased. In FY 2012 total operating expenditures per capita was \$35.47, a decrease of 2.8 percent from FY 2011.
- Suburban (\$39.39)
Total operating expenditures per capita vary across locality. Among suburban libraries total operating expenditures per capita was \$39.39, a decrease of 4.4 percent from FY 2011. Total operating expenditures per capita was significantly higher in suburban libraries when compared to libraries in other locales.
- Population of 25,000+ (\$31.24)
Total operating expenditures per capita vary across population sizes. For libraries serving populations of 25,000 or more, total operating expenditures per capita was \$31.24, a decrease of 3.2 percent from FY 2011.
- Virginia (\$32.90)
Expenditures per capita varied across states ranging from as high as \$59.98 (Illinois) to as low as \$15.82 (Mississippi). For Virginia the total operating expenditures per capita was \$32.90, a decrease of 1.7 percent from FY 2011.

Services and Resources

The report selected resources and services that parallel the indicators of use: staff size, collection size, number of programs, and number of public access computers.

Collections

Public library collections are developed to meet the information needs of the communities they serve, and include both physical and digital materials. The average collection size across all public libraries was 110,708 items. Digital holdings at public libraries have increased over the past ten years. E-books provide flexibility and convenience for users. The average number of e-books was 25,206.6.

Public library collections include a diverse array of holdings, including print materials (such as books), physical non-print materials (such as audio CDs and video DVDs), and digital materials (such as e-books and downloadable audio and video materials). In FY 2012 there were over 1 billion materials available to the public through the public library collections, or 3,322.5 materials per 1,000 people. These materials included 784.8 million print materials, 87.1 million e-books, 75.8 million audio materials, and 58.5 million video materials. The majority of a library's collection is print materials (Figure 8-1), which make up 78.0 percent of public library collections overall. E-books make up 8.7 percent of the collection. Audio materials (both physical and downloadable) make up 7.5 percent, and video materials (both physical and downloadable) make up 5.8 percent

Having e-books as part of a public library's collection has resulted in higher rates of both visitation and circulation. In FY 2012, 63 percent of public libraries reported having e-books. Public libraries with e-books in their collection had significantly higher rates of visitation per capita (average of 7.2) compared to libraries without e-books (average of 5.6). Having e-books in their collection resulted in an average increase of 1.5 in visitation p/capita. Libraries that reported having e-books as a part of their collection also had significantly higher rates of circulation per capita (average 10.05) compared to libraries without e-books (average 6.82).

In FY 2012, total collection materials per 1,000 people was 3,322.5, an increase of 5.0 percent from FY 2011.

FCPL –In FY 2012 the library's total collection materials per 1,000 people was 2,152.5 compared to:

- Nationally (3,322.5)
In FY 2012 the total collection materials per 1,000 people was 3,322.5, an increase of 5.0 percent from FY 2011.
- Suburban (3,109.8)
Total collection materials per 1,000 people varied by locality. Total collection materials per 1,000 people in suburban libraries was 3,109.8, an increase of 3.0 percent from FY 2011.
- Population of 25,000+ (2,727.9)
Total collection materials per 1,000 people varied by population size. For libraries serving populations of 25,000 or more, total collection materials per 1,000 people was 2,727.9, a 1.2 percent increase from FY 2011.
- Virginia
Total collection materials per 1,000 people varied by state from as high as 9,890.7 (New Hampshire) to as low as 1,798.9 (Georgia). Detailed state by state statistics for collection materials per 1,000 people was not included in this report.

Public Library Programs

Public libraries are committed to providing opportunities for learning experiences that educate and inspire people throughout their lifetime. Public libraries offered 4.0 million programs in FY 2012, an increase of 5.2 percent from FY 2011. There were 13.2 program offerings per capita, representing an increase of 4.3 percent from FY 2011.

FCPL – In FY 2012 the library’s total number of programs offered per 1,000 people was 8.0, unchanged from FY 2011 compared to:

- Nationally (13.2)
In FY 2012 there were 13.2 program offerings per 1,000 people representing an increase of 4.3 percent from FY 2011.
- Suburban (10.8)
The number of program offerings per 1,000 people varied across locality. Suburban libraries offered on average 10.8 programs per 1,000 people representing an increase of 3.8 percent from FY 2011.
- Population of 25,000+ (10.9)
The number of program offerings per 1,000 people varied greatly across population size. For libraries serving populations of 25,000 or more, the number of program offerings per 1,000 people was 10.9, an increase of 3.9 percent from FY 2011.
- Virginia (11.7)
The number of program offerings per 1,000 people varied across states from as high as 40.6 (New Hampshire) to as low as 6.2 (Georgia). For Virginia the number of program offerings per 1,000 people was 11.7.

Public Access Internet Computers

A core function of public libraries is to facilitate open access to information and ideas. In the 21st century, public libraries accomplish this by providing public access to computers and the Internet, serving as technology access points for communities. There were 271,146 public access Internet computers available at public libraries in FY 2012. Almost all public libraries (99.5 percent) offer Internet computers; only 45 libraries that responded do not offer this service.

FCPL – In FY 2012 the library had 1.7 public access computers per 5,000 people, an increase from FY 2011 compared to:

- Nationally (4.5)
In FY 2012 there were 4.5 public access computers per 5,000 people, an increase of 2.8 percent from FY 2011.
- Suburban (4.0)
The number of public access computers per 5,000 people varied across locality. Suburban libraries offered an average of 4.0 public access computers per 5,000 people representing an increase of 1.8 percent from FY 2011.
- Population of 25,000+ (3.8)
The number of public access computers per 5,000 people varied greatly across population size. For libraries serving populations of 25,000 or more, the number of public access computers per 5,000 people was 3.8, an increase of 2.3 percent from FY 2011.
- Virginia (3.6)
The number of public access computers per 5,000 people varied across states from as high as 9.6 (Nebraska) to as low as 1.7 (Hawaii). For Virginia the number of public access computers per 5,000 people was 3.6.

Number of Full-Time Equivalent Staff

One of the most important assets found in public libraries is the knowledgeable library workforce. Public library services were supported by 136,851 total full-time equivalent (FTE) staff¹. This reflects a decrease of 5.7 percent from a recent peak in overall staffing in FY 2008. There were 11.3 staff FTEs per 25,000 people in the legal service area, a ten year decrease of 8.0 percent. Librarians comprised 34.2 percent of total staff, with 46,808 librarian FTEs. Two-thirds (67.5 percent) of librarians had a master's of library science from an American Library Association accredited graduate program. Half of public libraries (51.6 percent) had at least one librarian on staff with an ALA-MLS degree. In contrast, 98 public libraries that responded (1.1 percent) did not have anyone on staff that held a position with the title of librarian.

FCPL –In FY 2012 the library had 8.8 staff per 25,000 people, a slight decrease from FY 2011 compared to:

- Nationally (11.3)
In FY 2012 there was 11.3 staff per 25,000 people served, a decrease of 1.1 percent from FY 2011.
- Suburban
The number of staff per 25,000 people does not vary greatly across locality. Between FY 2011 and FY 2012 suburban libraries saw a 1.6 percent decrease in staff per 25,000 people.
- Population of 25,000+
The number of staff per 25,000 people varies across population size. All population size experienced a decrease in staff per 25,000 people between FY 2011 and FY 2012.
- Virginia (11.7)
The total staff per 25,000 people served varied across states from as high as 20.6 (Wyoming) to as low as 6.1 (Nevada). For Virginia the total number of staff per 25,000 people served was 11.7.

Summary

For each of the four measures of library use: visitation, circulation, program attendance, and public access computer use, we found a positive relationship between investments and use. Visitation per capita was predicted by revenue and by the services and resources that public libraries provide, such as programs and public access computers. This suggests that people come to the doors of public libraries for many reasons, from programs to Internet access. Circulation per capita was affected by revenue, as well as librarians per capita and expenditures on electronic materials. In particular, when there are investments in electronic materials and librarians, circulation goes up. Program attendance was influenced by the number of programs and librarians. Finally, the number of public access computer use sessions was predicted by the number of public access computers and expenditures on electronic materials.

¹ Full time equivalent (FTE) refers to 40 hours per week. For example, two people who work a part-time schedule of 20 hours per week are equal to 1.0 FTE.

Conclusions

In FY 2012, public libraries experienced stabilization for several measures of library use including: visitation, circulation, revenue, and staffing. After post-recession declines, in-person visitation, circulation of materials, revenue, and staffing have remained at levels similar to the prior year. Over long-term trends, these are all higher than they were 10 years ago. Program attendance has increased both in the prior year and over the long term. This has been supported by the increase in program offerings at public libraries. Although public access computer use sessions were steady from the prior year, they have been declining since FY 2009. This report also provides empirical evidence of the strong relationship between the investments made in public libraries and the use of library services and resources. We found that as investments such as revenue and staffing increased, so did use, such as visitation and program attendance. People continue to use their local public libraries for a variety of reasons, including for access to books and information and for a gathering place within their communities. As with any analysis, there are limitations. Although the PLS is a rich dataset of information about public libraries for the past 20 years, there are some services and resources that are not captured by the current survey. For example, the FY 2012 data shows that public access computer use sessions have declined. It is important to keep in mind that this measure only assesses the number of use sessions at computers provided by the library. In recent years, public libraries have been providing wireless access. With the proliferation of personal devices, including smartphones and tablets, many people are able to benefit from library-supplied Internet access, but this is not captured in the current measure of computer use. Another limitation is that this analysis is focused solely on the data from the PLS. More could be learned by incorporating other contextual data, such as information on poverty and community characteristics. Because the PLS dataset contains geocoding information for public libraries, it is particularly amenable to this type of augmented analysis.

This report provides 13 indicators of public library use and investment. The national analysis echoes the findings of the public library indicators. Although there have been declines for some metrics in recent years, the indicators tell a cohesive and consistent story, people are still using public libraries. The indicators dig a little deeper into each metric, with additional detail on variations based on state, population, and locale. The public still has a high demand for the valuable resources and services that public libraries provide. The measures of public library use have shown an increase in the demand for library services over the past 10 years. As the public continues to invest in the resources provided by public libraries, it is important that these investments are used not only to provide physical resources, but are also directed toward meeting the strong need for digital resources and trained library staff.

Memorandum

March 9, 2015

To: Library Management Staff

From: Doug Miller, SP&CRS
Martha Sue Hess, SP&CRS

Subject: Monthly Statistical Snapshot, January 2015

Attached is the monthly statistical snapshot for January 2015.

- All offices and libraries were closed Thursday January 1 and Friday January 2 in observance of New Year's Day.
- All offices and libraries were closed Monday January 19 in observance of Martin Luther King's Birthday.
- Circulation for FY2015 is 5% below FY2014 levels
- Library visits for FY2015 are 4% below FY2014 levels.
- As noted in previous snapshots, the library has transitioned the signup for public Internet PCs from Pharos to SAM/Comprise. Beginning with the January snapshot the number of "Internet SignUps" formerly provided by Pharos, will be replaced by the number of "Internet Sessions" now provided by SAM. Since the new system is tracking usage differently, any comparison between previous Pharos data for "Internet Signups" and SAM data for "Internet Sessions" would be greatly dissimilar and highly misleading.
- Several branches experienced power outages, phone problems, computer problems and issues regarding Pharos during the month.

Please call Strategic Planning and Customer Research Services if you have any questions.

Monthly Statistical Snapshot January 2015

Site	Circulation		Site	Door Count	
	January	% Change Cumulative FY14 - FY15		January	% Change Cumulative FY14 - FY15
OVD	88,956	25%	FX	37,098	-11%
RR	59,313	-9%	RR	33,242	-5%
CH	54,449	-8%	CH	27,595	2%
PO	48,556	-4%	PO	25,443	-4%
CE	43,253	-9%	CE	24,688	-4%
GM	41,706	-12%	GM	23,952	-4%
FX	39,698	-8%	SH	19,932	-4%
KP	32,188	-9%	TY	19,028	-5%
PH	32,025	-10%	KP	17,345	-4%
TY	30,849	-12%	PH	16,432	-4%
SH	28,780	-9%	RB	14,298	-2%
DM	24,631	-9%	DM	12,967	-6%
OK	24,368	-8%	OK	11,913	-7%
BC	19,551	-11%	KN	11,419	-6%
RB	18,930	-7%	HE	11,095	2%
KN	18,324	-11%	TJ	10,650	-6%
TJ	17,530	-12%	BC	10,464	11%
MW	15,139	-8%	JM	9,167	-6%
HE	14,358	-9%	MW	8,452	-5%
JM	14,026	-13%	GF	8,287	-9%
GF	10,092	-10%	LO	7,180	7%
LO	10,010	-15%	WW	1,955	-15%
AS	5,990	-14%	AS	791	-10%
WW	1,631	-21%			
FCPL	1,005,936	-5%	FCPL	363,392	-4%

* Door Count is an estimate

Monthly Statistical Snapshot January 2015

	January	Year-to-date
Customers		
Program Attendance	7,590	85,040
Database Usage	70,722	818,807
Collection:		
Check In / Check Out	607,001	991,448
In-house Use	78,480	611,456
Transfers In / Out	12,812	14,209
Discards by Category:	16,496	89,538
Damage	61%	64%
Lease	5%	7%
Inaccurate	4%	8%
Low Demand	5%	5%
Magazines	25%	16%
Phone Renewal	7,984	65,559
Community		
Early Literacy Outreach Office:		
Number	161	803
Attendance	3,071	14,909
Technology		
Internet SignUps ¹	99,755	325,759
WiFi Usage:		
Client Count	204,139	1,686,702
Website:		
Visits	421,810	3,161,481
Catalog Logins	838,222	6,519,613
Web Renewals	301,079	2,275,882

¹ With the changeover to SAM, the way FCPL tracks Internet usage has changed. Beginning with the January Statistical Snapshot, FCPL will track 'Internet sessions' which is the number of 30min periods where an individual was using a public Internet PC. Consequently, any comparison between Pharos Internet signups and SAM Internet Sessions would be misleading.